

JOB DESCRIPTION

JOB DETAILS

Job title:	Lead Peer Support Worker for Gloucestershire Health and Wellbeing College
Job code:	GHC872
Band:	5
Location:	Invista, Brockworth, with countywide travel required
Accountable to:	Gloucestershire Health and Wellbeing College Manager

JOB PURPOSE

The Lead Peer Support Worker will work as part of Gloucestershire's Health and Wellbeing College to provide educational courses and workshops which support mental/physical health and wellbeing to those people over the age of 18 residing in Gloucestershire and their carers / loved ones. The Lead role will support all other Peer Support Workers working in the college and will demonstrate leadership skills in the co-design, co-production and co-delivery of all Health and Wellbeing College courses and our annual workplan. This post will form part of the management team of the college, and will deputise as required.

The role of a Peer Support Worker has been developed specifically for people who have lived experience of mental ill health and/or long-term physical health conditions. Peer Support Workers are able to use their experiences to offer empathy and understanding to others, inspiring hope and recovery. The Lead Peer Support Worker will support other Peer Support Workers to reflect and find the best ways to help people to feel in control of their lives and identify their individual recovery pathway, utilising their own lived experience.

The Lead Peer Support Worker will build links with, and signpost to external agencies and voluntary care sector partners to meet the needs of the people accessing the services we provide.

DIMENSIONS

- The role involves day to day co-ordination of the Health and Wellbeing College in accordance with College principles and Trust values.
- Working with Partnerships and Inclusion staff, Experts by Lived Experience (service users and carers) and other Peer Support Workers to develop, promote and lead courses.
- Engagement in a learning support relationship with participants, who may have service user, carer or staff backgrounds or a combination of these will be required
- Development of courses, management meetings and promotional activity will mainly take place on Trust premises. Delivery of courses will take place within Trust venues, online and in community learning premises.
- The post holder will work closely with and under the supervision of the College Manager / College Clinician in order to deliver the Health and Wellbeing College programme within different locations throughout Gloucestershire

Analytical and Judgemental Skills / Freedom to Act

- To work within the Health Education England's Peer Support Worker Competency Framework.
- To support Peer Support Workers to contribute to partnership working by engaging and liaising appropriately with members of the Multi-Disciplinary Team.
- To contribute to Multi-Disciplinary Team decision making to best support participants application and attainment with the college.
- To enable and empower Peer Support Workers to independently vary or modify interventions according to the response or needs of the person accessing services.
- To demonstrate knowledge of local policies in respect of safeguarding children and the protection of vulnerable adults, and the ability to act on these accordingly.
- To ensure public protection by following all Trust and Health and Wellbeing College safeguarding procedures, making complex and sensitive decision-making alongside the support of management colleagues and clinical teams in respect of student's wellbeing and safety.
- The role involves day to day co-ordination of the Health and Wellbeing College in accordance with ~~Recovery~~ College principles and Trust values.
- The role will involve working with Partnerships and Inclusion staff, Experts by Lived Experience (service users and carers) and college trainers and tutors to develop, promote and lead courses.
- Engagement in a learning support relationship with students, who may have service user, carer or staff backgrounds or a combination of these will be required
- There will be some requirement to organise learning materials, conduct learner assessments and operate IT equipment e.g. computers, projectors.
- The post holder will work closely with and under the supervision of the Health and Wellbeing College Manager in order to deliver the ~~Recovery~~ College programme within different locations throughout Gloucestershire
- To act as an ambassador for the Trust with external agencies and partner organisations.
- To make recommendations for improving service delivery, evidenced by delegate evaluations and feedback.
- To remain self-motivated, with evidence of an ability to work without direct supervision and to use own initiative.
- To promptly escalate queries outside of job remit to the Health and Wellbeing College Manager.
- To exercise independence and judgement in the arrangement of own administrative work and to support others to develop these skills too.

Planning and Organisational Skills

- Manage own time effectively to enable the delivery of competing demands.
- Act to improve procedures and processes in support of the team.
- Work with senior staff when planning, implementing and evaluating individual's interventions by supporting them to identify their own personal needs/aspirations and to make recommendations for further interventions.
- Participate in governance and quality improvement projects as outlined by the Health and wellbeing College manager.
- Work flexibly within the service hours and cover colleague's absence if required.
- Attend regular departmental and team meetings.
- Plan and prioritise own workload to meet learner, personal, team and service objectives.

Physical Skills

- The post holder is expected to be skilled in the use of a keyboard for producing electronically formatted documents.
- Required to travel between bases, across the county.

- The post holder will be required to use methods of agile working.
- Required to deliver training online and face to face across a wide geographical location and to diverse learners.

Responsibility for Patients / Clients

- Assist in identifying early signs of relapse by monitoring individual's progress, level of functioning and mental state, and alert the appropriate clinical staff involved in the individual's care. Support and educate Peer Support Workers to do the same.
- Offer support and advice to carers where appropriate, to enable them to help the person accessing services develop independence and dignity.
- Demonstrate professional practice at all times.
- Uphold appropriate, transparent boundaries, remain non-judgemental and promote equal opportunities and anti-discriminatory practice at all times.
- Assist in delivering a high standard of support and care to individual's and their Carers, promoting their equality, dignity and mental well-being.
- Support people to identify their needs/aspirations and support them to work towards their identified goals, encouraging social inclusion.

Policy and Service Responsibilities

- To comment on, and influence proposed service/policy developments from a lived experience perspective, as appropriate.
- To demonstrate knowledge of, and adhere to service and team plans and policies.
- To demonstrate an ability to explain the nature and purpose of peer led health education to people accessing services/carers/staff.
- To be responsible for maintaining and updating competency in relation to task and duties.
- To actively participate in national peer support meetings and initiatives.
- To co-create and co-deliver training to a wide variety of people and partners.

Responsibility for Financial and Physical Resources

- To be responsible for the security, care and maintenance of equipment, ensuring standards of infection control and safety are maintained.
- To maintain knowledge of safe equipment usage and local resources
- To maintain and clean every day equipment in accordance with Trust policies, health and safety and local equipment protocols

Responsibility for Staff

- To provide day to day support and supervision to ensure effective service delivery based on the Peer Support Worker Competency Framework.
- To offer professional supervision to Peer Support Workers within the Health and Wellbeing College.
- To support the induction, training and education of Peer Support Workers, and other staff as appropriate.
- To lead the dissemination and sharing of information and skills with staff, students and Expert's by Experience who work with the college.
- To take an active role in the planning of protocols to develop the service.
- To participate in, and influence the delivery of the service development plan.
- To undertake such other duties as may be determined by the Health and Wellbeing College Manager, in line with the grade of the post.

- To access support where needed to protect their own mental health and wellbeing.
- To be willing to reflect on working practice and personal recovery and to be open to constructive feedback.

Responsibility for Information

- To ensure that own/others clinical records and activity data are maintained in accordance with local and Trust standards.
- To report back any key findings and themes relevant to operational / team managers.

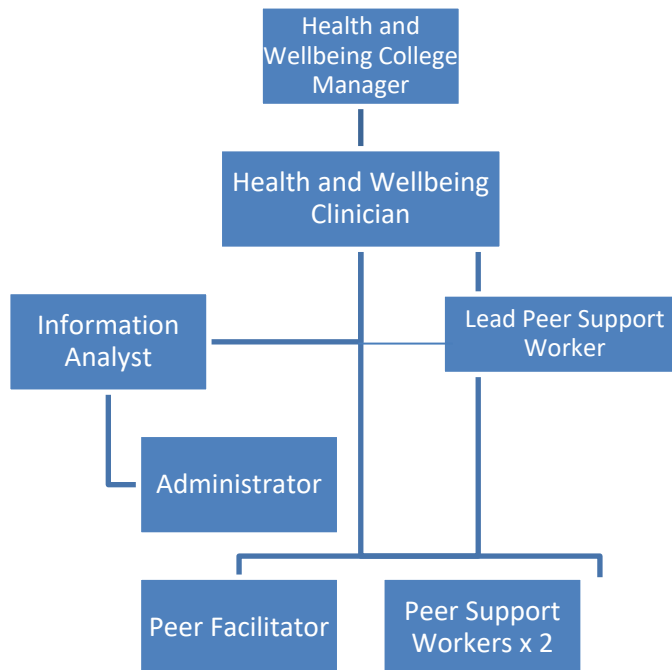
Research and Development

- Incorporate positive practice into all day to day activities.
- To participate in service audit and evaluation activities as agreed with the Health and Wellbeing College Manager.

CORE KEY RESPONSIBILITIES

- To support Peer Support Workers to share their personal experiences of recovery, build connections and provide expertise and guidance.
- To provide recovery oriented clinical and coaching expertise to Peer Support Workers, and to facilitate all Peer Support Worker/ Lived Experience Practitioner specific supervision within the college.
- To support Human Resource processes related to the recruitment of Peer Support Workers.
- To lead training packages for Peer Support Workers, Lived Experience Practitioners and Expert's by Experience.
- To plan and create training course presentations and materials, acting upon feedback from college students and ensuring content is up-to-date with the latest research and best practice.
- To ensure training is delivered in a variety of ways to enable all learning styles to be accommodated for, and to ensure all course candidates understand complicated information and / or techniques.
- To provide direct support to Peer Support Workers by attending joint visits with clients with more complex, risky or urgent issues.
- To support Peer Support Workers to empower all participants accessing our service to identify their own personal recovery pathways and ways in which they can achieve their own goals.
- To promote and educate all people on co-production, engagement, recovery and wellbeing.
- To maintain a flexible approach to encourage positive, inclusive relationships.
- To gain and provide advice and support, when needed and to attend regular supervision in accordance with Trust policy, to ensure care and safety is maintained at all times.

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

Relationships

Internal: Peer Support Workers and Lived Experience Practitioners, people accessing Gloucestershire Health and Care NHS Foundation Trust, loved ones and carers, support services staff, secondary and primary care services, Gloucestershire Health and Wellbeing College colleagues, clinical teams, colleagues, Partnership and Inclusion Team and Expert's by Experience

External: General Practitioners, Department of Social Security, Statutory and Voluntary Sector Partners, Criminal Justice Agencies, Specialist Commissioners, Non-Governmental Organisations, Social prescribers, Students.

Communication

- To establish therapeutic relationships with people accessing the college whilst maintaining appropriate transparent boundaries and communicating in a manner which respects views, aspirations, autonomy and cultural values.
- To proactively enable therapeutic relationships and to demonstrate an ability to share personal experiences of recovery in a positive way, upholding the safety of both the individual and the post holder.
- To demonstrate an ability to communicate personal and wellbeing needs to the team manager, to access personal support when required, and to support others to do the same.
- To liaise closely with clinicians and to give feedback as appropriate.
- To provide advice and support to carers (friends and family).
- To explain, educate and promote the role of the Peer Support Workers and Lived Experience Practitioners.
- To provide supportive and constructive feedback and supervision to Peer Support Workers.

- To educate Peer Support Workers and Lived Experience Practitioners on boundaries and appropriate sharing of personal experiences and to support ongoing reflection via supervision both on a 1:1 basis and in groups.

EFFORT AND HEALTH & SAFETY FACTORS

Mental Effort

- To re-assess workload and priorities of tasks on presenting demands and changes in people's/service's needs.
- Frequent requirement for prolonged concentration with frequent interruptions.
- To be able to work in a pressurised environment which can sometimes be emotionally charged or hostile and where there may be constraints on the engagement, motivation and co-operation, tolerance and understanding of the individual involved in services and their families.
- There is a frequent requirement to respond urgently to the complex needs of people accessing services and an expectation to offer support to colleagues.
- To be flexible in ability and willingness to work in a variety of settings.
- To maintain self-care and resilience to compensate for regularly drawing upon personal lived experience.

Emotional Effort

- Bringing personal experiences to the role and sharing these with others may be emotionally demanding. Supporting others to do likewise requires sustained emotional effort.
- To be able to share personal experiences in a supportive, emotionally safe way and supporting / teaching others to do the same requires sustained emotional effort.
- Working with people accessing services brings the potential for high expressed emotion and distressed states.
- Providing direct supervision to Peer Support Workers and Lived Experience Practitioners who are working with people accessing services requires emotional effort. The work required may be emotionally demanding or disturbing.
- When working within multidisciplinary settings the post holder may encounter, and be required to address challenging team dynamics and conflicting personal perspectives.
- Responding to distressed staff in addition to distressed people accessing our services and their carers requires emotional effort and resilience.

MOST CHALLENGING PART OF THE JOB

Working Conditions

The postholder will be required to:

- Work in an agile manner in response to the needs of the service.
- Travel across a large geographical area.

At times this post will be working with those that may become distressed or demonstrate verbal and physical aggression. The post holder will need to demonstrate the ability to risk assess how best to potentially support an individual if deemed appropriate.

OTHER DUTIES

- The post holder will be required to use a computer, either a stand-alone device or as part of a networked system, and will be responsible for the quality of information provided. The amount of time spent on this type of work will depend on the delegated task.
- The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
- The postholder will adhere to the Trust's Health and Safety Policies and instructions and be responsible for their own and others health and safety in the work place.
- The postholder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and

safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work-related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore, all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the

provision of high-quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

PERSON SPECIFICATION

Job title: Lead Peer Support Worker for Gloucestershire Health and Wellbeing College

Job code: **GHC872**

Band: 5

Location: Invista, Brockworth, with countywide travel required

Accountable to: Gloucestershire Health and Wellbeing College Manager

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> Education to degree level qualification within relevant field. Experience of working within health / social care services. To have relevant lived experience of a long-term physical health condition and / or a mental health condition for which they have received support from a secondary mental health service. 	Essential	Application and Interview
<ul style="list-style-type: none"> Relevant experience of working within a clinical setting. Formal Peer Support Accredited training Completion of PSW work competencies as defined by ImROC Evidence of further training in relation to personal recovery principles. Peer Support Worker Supervisor Training or willingness to complete Care Certificate 	Desirable	Application and Interview

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> Health/safety and risk awareness Lived experience of a long-term physical health condition and / or a mental health condition and received support from a secondary mental health service. To be able to reflect on the personal experience of recovery and /or the use of self-management skills. Experience of working with individuals with multiple and complex needs in a Peer Support Worker role Experience of using knowledge, skills and experience to provide a programme of activity to engage and support people accessing services to participate in activity. 	Essential	Application and Interview

<ul style="list-style-type: none"> • Training experience and experience of sharing self to support others in a training environment • Ability to challenge stigma, prejudice, and discrimination and an ability to support others to do the same • Ability to co-design courses for groups and individuals drawing on own lived mental health experience • Intermediate skills in Microsoft Office, especially PowerPoint 		
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PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> • Ability to engage and motivate people accessing services • Ability to work as part of a team • Observational skills • Excellent communication skills (listening, verbal and written) • Good interpersonal skills • Ability to acknowledge and explain diversity and promote anti-discriminatory practice/equal opportunities • Ability to forge good working relationships with a variety of external agencies • An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour • Ability to work unsupervised in a range of settings • Good organisational skills • Good leadership skills • Experience of delivering recovery focussed training/presentations • Lived experience of mental or physical ill health and willing to share experience to aid others. • To always work in an enabling and creative way. • To demonstrate a good understanding of the impact of stigma and discrimination. • To demonstrate a good working knowledge of Mental Health Legislation. 	Essential	Application and Interview

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> • Ability to engage and motivate people accessing services • Ability to work as part of a team • Observational skills 	Essential	Application and Interview

<ul style="list-style-type: none"> • Excellent communication skills (listening, verbal and written) • Good interpersonal skills • Ability to acknowledge and explain diversity and promote anti-discriminatory practice/equal opportunities • Ability to forge good working relationships with a variety of external agencies • An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour • Ability to work unsupervised in a range of settings • Good organisational skills • Good leadership skills • Experience of delivering recovery focussed training/presentations. 		
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OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> • Ability to participate and attend all Trust statutory and mandatory training events. 	Essential	Application and Interview